



# TECHNICAL SERVICE BULLETIN

## Victory Motorcycle

Date: May 12, 2014

Bulletin Number: V-14-01  
Model Years: 2010 - 2014

☒ Safety Bulletin ☐ Service Bulletin ☐ Service Alert Fax ☐ Production Update Kit

Distribution: ☐ Owner / Principal ☐ Service Manager ☐ Sales Manager ☐ Parts Manager ☐ Technicians

*This Service Bulletin is located at [www.polarisdealers.com](http://www.polarisdealers.com)*

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### SUBJECT: 2010-2014 Victory Motorcycle - Lock & Ride® Backrest / Luggage Rack Recall

#### PURPOSE:

Victory Motorcycle has determined that a defect exists in some Lock & Ride® passenger backrests. The affected passenger backrests (PN: 2877938 and PN: 2877938-266), when used with an accessory luggage rack (2877950 or 2877950-266) can crack at the chassis mounting point. This could cause a passenger to lose support, increasing the risk of the passenger falling off of the motorcycle. These passenger backrest / luggage rack combinations can be installed on any 2010 - 2014 Victory Cross Country, Cross Country Tour, Cross Roads, Cross Roads Classic or Hard-Ball motorcycle.

Passenger backrests that have never had a luggage rack installed onto them are not affected by this bulletin and may continue to be used safely.

The Lock & Ride® Passenger Backrests & Luggage Racks under recall include:

- Lock & Ride® Luggage Rack, Chrome (Part Number: 2877950)
- Lock & Ride® Passenger Backrest, Chrome (Part Number: 2877938)
- Lock & Ride® Luggage Rack, Black (Part Number: 2877950-266)
- Lock & Ride® Passenger Backrest, Black (Part Number: 2877938-266)

#### AFFECTED MODELS:

**NOTE:** The motorcycles listed in the table below are affected only if one of the passenger backrests listed above has been installed on the vehicle *and* used in conjunction with one of the luggage racks listed above. If the motorcycle is not equipped with one of the backrests, or is equipped with a backrest that has never had a luggage rack installed, the motorcycle is not affected by this Safety Recall.

Model(s) Affected	Model Numbers	Vehicle Identification Number Range
2010-2014 Cross Country	ALL MODELS (With accessory Lock & Ride® Passenger Backrest & Luggage Rack subject to recall)	Enter the Vehicle Identification Number (VIN) into 'Unit Inquiry' to verify whether a vehicle may be affected by this Safety Bulletin.
2012-2014 Cross Country Tour		
2010-2014 Cross Roads		
2012-2014 Cross Roads Classic		
2013 Hard-Ball		

**NOTE:** Voice of Victory article V-13-09-01 is expired with the publication of this Safety Bulletin.

## WHAT YOUR DEALERSHIP SHOULD DO:

1. Remove all affected Lock & Ride® luggage racks (PN: 2877950 and PN: 2877950-266) from your sales floor / parts department and file a Part Stock warranty claim. All claimed luggage racks will be requested back through the warranty parts return process (see PARTS RETURN OR DISPOSAL INFORMATION below).
2. Review sales records and contact customers who have purchased an affected luggage rack (see affected parts list on page 1).
3. If it is determined that the customer has purchased an affected luggage rack, instruct them to return the recalled luggage rack **and** accompanying backrest in exchange for updated parts. **Updated parts cannot be used interchangeably with affected parts.**
4. Once the affected parts have been exchanged, attach a Service Bulletin completion decal to the motorcycle as shown on page 3.
5. File a Parts Stock warranty claim (see WARRANTY CLAIM INFORMATION below).

## PARTS INFORMATION:

PART NUMBER / DESCRIPTION	2880162-156 - Lock & Ride® Luggage Rack, Chrome 2880163-156 - Lock & Ride® Passenger Backrest, Chrome <b>OR</b> 2880162-266 - Lock & Ride® Luggage Rack, Black 2880163-266 - Lock & Ride® Passenger Backrest, Black <b>AND</b> 7170107 (QTY. 1) – Service Bulletin Completion Decal
PARTS AVAILABILITY	Available to order
DIRECT-SHIP FROM POLARIS?	No
TO BE ORDERED BY DEALER?	Yes

## WARRANTY CLAIM INFORMATION:

**NOTE: Do not file a SERVICE BULLETIN warranty claim. Please use the following process for filing a PARTS STOCK warranty claim. Submit one claim for each repair. Do not submit group warranty claims.**

***\*Labor reimbursement will only be paid for claims including a VIN, where luggage rack / backrest replacement was performed on the customer's motorcycle by your dealership. If a VIN is not provided, or the customer brings their affected parts in for direct exchange, labor will not be reimbursed.***

- STEP 1: Start a new **Parts Stock** warranty claim.
- STEP 2: \*Enter **\$25.00** of MISCELLANEOUS LABOR.
- STEP 3: Use warranty fail code: **140 / 212 / 152**.
- STEP 4: Enter the luggage rack part number as the primary fail part.
- STEP 5: In the **CONCERN** field enter: "**V-14-01 Safety Recall**".
- STEP 6: In the **CAUSE** field enter: "**Accessory Luggage Rack**".
- STEP 7: In the **CORRECTION** field enter the **17 digit VIN** if the accessory luggage rack / backrest is installed on a motorcycle OR "**Parts Stock**" if the luggage rack / backrest was not installed on a motorcycle.
- STEP 8: Save and submit the claim to Polaris.
- STEP 9: Retain all defective accessory backrests and luggage racks for eventual return to Polaris.

## CUSTOMER NOTIFICATION:

A customer notification letter was sent to all registered owners of machines that could have had an affected backrest / luggage rack assembly installed on their motorcycle. In addition to the notification letter sent by Victory Motorcycles, dealers are required to contact customers who have purchased the affected luggage rack from their dealership, and to make arrangements to complete this bulletin immediately.

**NOTE: Familiarize yourself with the following Q&A forum prior to contacting customers:**

Q: *What should I say to the customer when I contact them?*

A: Determine if the customer still has the affected luggage rack and backrest in their possession.

*Continued on next page...*

Q: *What do I tell the customer if they still have the luggage rack and backrest?*

A: They must be returned in exchange for updated parts.

Q: *What should I say if the customer has never mounted a luggage rack on the backrest?*

A: If the backrest has never been used in conjunction with a luggage rack, they can continue to use it safely. However, it should NEVER be used with a luggage rack.

Q: *What if the customer doesn't know if their backrest has been used in conjunction with a luggage rack?*

A: Tell them to bring the affected backrest and luggage rack in to your dealership in exchange for updated parts.

## **PARTS RETURN OR DISPOSAL INFORMATION:**

**Dealers & Distributors:** Under no circumstances shall the part removed in this repair be re-used, sold, or re-purposed for another application. It is your dealership / distributorship's responsibility to make sure every part replaced is taken out of circulation and disposed of properly.

**For North American Dealers:** Once the warranty claim for each unit has processed, please review the "Check Returned Parts List" on your dealer website to determine whether or not Polaris has asked for the part(s) to be returned. If the part(s) were not identified as needing to be returned to Polaris, please dispose of the part(s) properly.

## **SERVICE BULLETIN COMPLETION DECAL:**

A Service Bulletin Completion Decal (PN 7170107) must be completed for this bulletin repair. Place the decal beneath the LH side cover as shown. If you require more decals, order them through normal Polaris parts ordering channels.

Sincerely,



Doug Koch  
Technical Service and Warranty Manager

